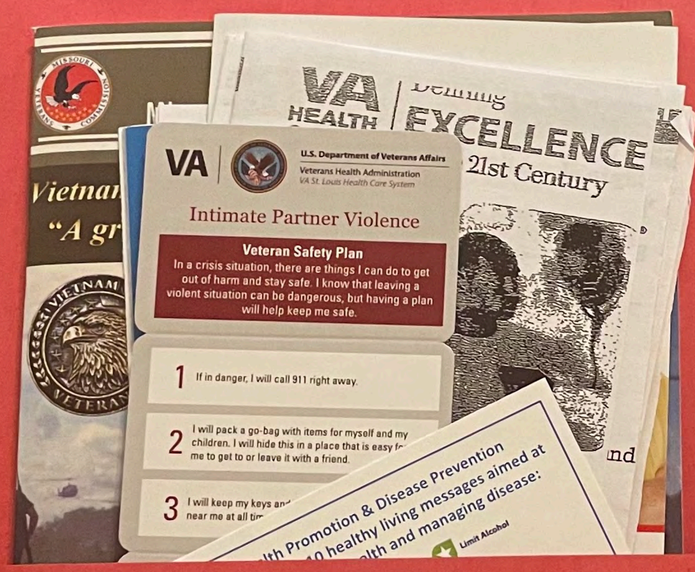

More in this section

VA health care copay rates

View 2020 copay rates for VA and VA-approved health care.

Effective January 1, 2020

Note: Some Veterans don't have to pay copays (they're "exempt") due to their disability rating, income level, or special eligibility factors.

Learn how we determine whether you'll pay copays

Urgent care copay rates

VA | U.S. Department of Veterans Affairs
VA St. Louis Health Care System

Lindsey O'Bryant AGNP-C
Nurse Practitioner, Primary Care Service

Franklin County VA Clinic
1627 A Roy Drive
Washington, MO 63090

Ph: (314)286-6988
Fax: (314)289-7951
Medication refill: (314)289-7666
After Hours Nurse: (800)228-5459

Veterans Crisis Line

1-800-273-8255 PRESS 1

Confidential crisis chat at **VeteransCrisisLine.net**
or text to **838255**

Health Promotion & Disease Prevention encompasses 10 healthy living messages aimed at improving your health and managing disease:

- Sleep Well
- Get Recommended Screening Tests and Immunizations
- Be Involved In Your Health Care
- Manage Stress
- Be Tobacco Free
- Limit Alcohol
- Be Safe
- Strive for a Healthy Weight
- Be Physically Active
- Eat Wisely

Call (314) 289-6503 to learn more and to schedule a program appointment today!

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
VA St. Louis Health Care System

Intimate Partner Violence

Veteran Safety Plan

In a crisis situation, there are things I can do to get out of harm and stay safe. I know that leaving a violent situation can be dangerous, but having a plan will help keep me safe.

1. If in danger, I will call 911 right away.
2. I will pack a go-bag with items for myself and my children. I will hide this in a place that is easy for me to get to or leave it with a friend.
3. I will keep my keys and purse or wallet ready and near me at all times.
4. I will try to keep a cell phone with me at all times. I will know how to call 911 as quickly as possible on my phone.
5. I will teach my children how to call 911.
6. I will tell my children and family or friends the code word I will use if I need them to call for help.
7. I will practice how to leave my house as safely as possible.
8. In the event of violence, I will avoid rooms with no outside doors and those with weapons and lots of glass or windows.
9. When I have decided to leave my partner, I will consider a protection order (if appropriate) as soon as possible to help keep me safe.
10. If I separate from my partner, I can increase safety by changing the locks, adding deadbolt locks, adding motion detector lights outside and/or installing a security system. I can change my typical patterns and be aware of my surroundings.

RECOGNIZE THE SIGNS OF SUICIDE RISK

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.
- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness, mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The presence of these signs requires immediate attention.

Call us if you experience any of these warning signs.

U.S. Department of Veterans Affairs

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Health Promotion & Disease Prevention Programs

(314) 289-6503

MOVE! Learn how to set goals and change behaviors to help you lose the right amount of weight for you.

Smoking Cessation: Get the right medication and learn new behaviors to help you quit smoking for good!

Diabetes Self-Management: Let us help you build the skills you need to manage your diabetes and support your health.

Wellness for Women Warriors: Learn about women only health concerns and new behaviors to support health.

Healthy Teaching Kitchen: Healthy eating starts with learning how to prepare meals at home!

Healthy Living Matters. Prevention Works.

Emergency Numbers

Friends/Family Who Can Help:

Local Shelter:

24 Hr DV Hotline:

800-799-7233

VA St. Louis IPV Assistance Program:

314-652-4100

Veterans Crisis Line

1-800-273-8255 PRESS 1

1.855.VA.WOMEN

WOMEN VETERANS CALL CENTER

★ The Women Veterans Call Center is your guide to VA

Veterans Deserve Healthy Relationships

Tell your VA provider if you have concerns about your relationship or if you are experiencing abuse. If you are in immediate danger, please call 911.

VA St. Louis Health Care System
IPV Assistance Program

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www.quickseries.com

15-0246-112-01 | 15-0246-008 | Printed in Canada

1. Strive For a Healthy Weight

- Staying in control of your weight helps you be healthy now and in the future.

MOVE! WEIGHT MANAGEMENT PROGRAM FOR VETERANS

2. Eat Wisely

- Eat a variety of foods including vegetables, fruits, and whole grains.
- Include fat-free or low-fat milk and milk products in your diet.
- Limit total salt, fat, sugar, and alcohol.

3. Be Physically Active

- Avoid inactivity. Some activity is better than none.
- Aim for at least 2.5 hours of moderate-intensity aerobic activity each week.
- Do strengthening activities at least 2 days each week.

4. Be Tobacco Free

- Don't use tobacco in any form. If you are using tobacco, the VA can help you quit; ask your provider.
- Avoid second hand smoke.
- If you are pregnant, both you and your baby

Stop Smoking- Take Back Your Life
St. Louis VA Medical Center Stop Smoking Program

5. Limit Alcohol

- If you choose to drink alcohol, drink in moderation.
- If you are concerned about your drinking, talk to your VA health care team about getting help.

6. Manage Stress

- Pay attention to stress. Tools are available to help you manage and reduce stress.

7. Get Involved in Your Health Care

- Take an active role and work with your health care team to improve your health.

8. Be Safe

- Protect yourself from falls, motor vehicles crashes, and sexually transmitted infections.

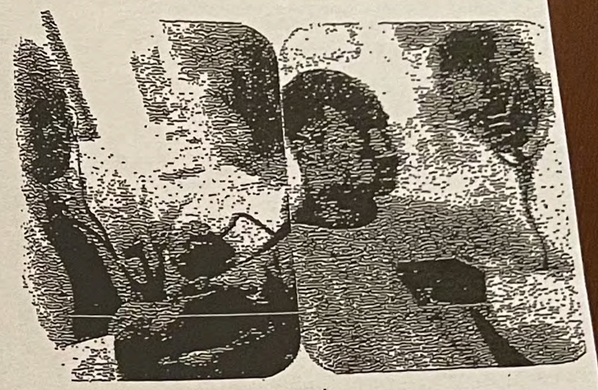
9. Get Recommended Screening Tests & Immunizations

- Talk to your provider about getting the right preventive services, i.e. vaccines, screening tests and preventive medications.

HPDP
St Louis VA Primary Care
Health Promotion and Disease Prevention

HPDP PHONE: 314-289-6503

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century



VA St Louis Primary Care
Franklin County VA Clinic
1627 A Roy Dr.
Washington, MO 63090
Clinic Hours:
Monday-Friday
0800-1630
Closed on Federal Holidays
PHONE: 314-286-6988
Provider's: Dr. O'Donnell
NP O'Bryant
NP Samples

Medication Refills:
1-800-228-5459 ext:66501

VA St. Louis Number:
314-652-4100

Take Home Health Report

Name_____

Date_____

Body Mass Index (BMI)

Today's Weight: _____

Body Mass Index (BMI) : _____

BMI is a rough measure of body fat based on height and weight.

18.5—24.9	Ideal
25.0—29.5	Overweight
30.0 and above	Obese

Losing just 5% of your body weight can significantly improve your health

Blood Pressure

Today's Blood Pressure:____/____

Goal _____/_____

- Desired blood pressure is less than **140/90.**
- Desired blood pressure for people with diabetes or kidney disease is less than 130/80.

Recent Lab Work

Total Cholesterol: _____
Desired level is less than 200

HDL (Good Cholesterol): _____
Desired level is 45 or above

LDL (Bad Cholesterol): _____
- Desired level is less than 130.
- Desired level for people with diabetes and heart disease is less than 100.

Triglycerides: _____
Desired level is less than 160

Blood Sugar: _____
70 - 110 is normal

HbgA1c: _____
Measures average blood sugar over the past 2-3 months. Your Goal: (circled)

Less than 7

7.0 - 7.9

8.0 - 8.9

Your Next Visit:_____

Specialty Clinic Referrals:

_____

Helpful Numbers

After Hours Nurse:
1-800-228-5459

Washington CBOC Fax Number:
314-289-7951

Health Resource Center:
1-866-393-4074

Release of Information:
314-289-6553
FAX:314-289-7059

Patient Advocate:
314-652-4100
EXT: 65712
EXT: 57022

My Healthevet:
The VA health management tool.
Sign-up at www.myhealth.va.gov.

My healthevet
www.myhealth.va.gov

Remember: Your primary care provider remains in charge of your health care – the BHC's primary job is to help you and your PCM develop and implement the best integrated health care plan for YOU!

HOW is this Service Different From Mental Health?

The services provided by the BHC are simply another part of your overall health care. You are seen directly in the Primary Care Clinic. The BHC will not provide traditional psychotherapy. If you request, or the BHC thinks you would benefit from specialty mental health services, the BHC will provide a referral.

Documentation of your assessment and recommendations from the BHC will be written in your electronic medical record.

How do I schedule a BHC appointment?

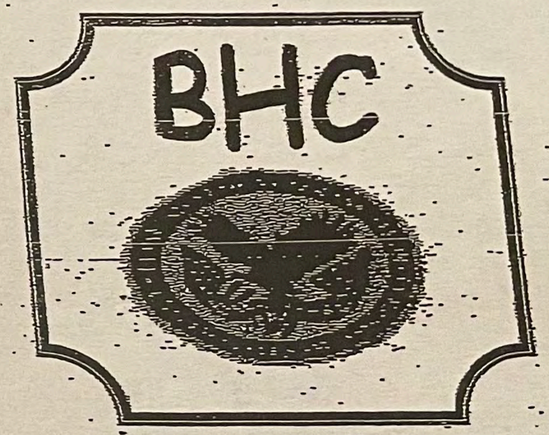
Stop at the front desk at the Washington CBOC and ask for an appointment with the Behavioral Health Consultant. You can request an appointment during your scheduled appointment with your primary care provider. You can also call the location directly (314-286-6988, followed by pushing #2 and then #4) to schedule a BHC appointment.

If it is an emergency and you need to talk with someone immediately contact 911 or utilize the Veteran's Crisis Hotline (1-800-273-8255).

Appointment Date: _____

Appointment Time: _____

BEHAVIORAL HEALTH CONSULTATION



Rocky Liesman, PsyD., ABPP
Primary Care Psychologist
Washington, MO CBOC
VA St. Louis Health Care System

WASHINGTON CBOC
1627 A. ROY DRIVE
WASHINGTON, MO 63090
314-286-6988
Press #2 then #4

BEHAVIORAL HEALTH CONSULTATION In PRIMARY CARE

WHAT Is The Behavioral Health Consultation Service?

We're making the Behavioral Health Consultation (BHC) Service available to you in the Washington CBOC, as a part of your comprehensive health care. The service offers help when stress, worry, or emotional concerns about physical or other life problems interfere with your daily life.

WHO Is The Behavioral Health Consultant and WHAT Kinds of Problems Can They Help With?

The BHC is a psychologist or social worker with specialty training who works as a member of the primary care team. This team approach allows us to consider physical, behavioral, and emotional aspects of health. For example:

BHCs can help you develop plans for smoking cessation, weight management, physical activity, or other lifestyle changes. BHCs can also help with emotional or behavioral problems such as family or relationship difficulties, excess stress, bereavement, depression, anxiety, or anger problems.

BHCs can help you reduce symptoms associated with various chronic medical conditions or help you cope better with these conditions, such as headaches, fibromyalgia, diabetes, asthma, COPD, hypertension, or IBS.

WHAT Should I Expect When I See the BHC?

You can expect the BHC to ask you specific questions about your physical symptoms, the emotional concerns you are experiencing, your behaviors, and how all of these might be related.

As with all health care providers, communications with the BHC may not be entirely confidential. Although every effort will be made to protect your privacy, like *all* providers, BHCs *must* report information from any active duty patient that could have a negative impact on our mission.

You can expect your appointments to be no longer than 30 minutes, and for the BHC to provide brief solution-focused interventions. You can also expect to be seen in this clinic and for the BHC to have a close working relationship with your PCM.

Bring their own aid or attendant (can be a non-veteran) with them if they are unable to maneuver around the VA hospital by themselves.

Be able to get to their own appointment locations in the medical center without the assistance from the driver.

Suspension of Service

If guidelines are not followed, the use of the transportation service may be suspended or revoked on a permanent basis as determined by the Mobility Manger and/or VTN (DAV) manager.

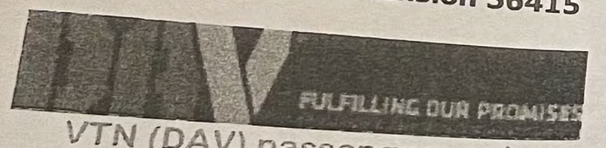
Three no-shows will be cause for permanent suspension of the use of transportation.

Excessive cancellations (more than five) will be cause for permanent suspension of the use of transportation services.

VTS Office Hours of Operation

Monday – Friday
7:30AM to 4PM

VTS Phone: (314)289-6415
1-800-228-5459, extension 56415



VTN (DAV) passengers only

Another Mode of Transportation for you is with DAV transportation pick-ups.

Ambulatory riders only (may have cane or foldable walker). Cannot be on oxygen only concentrator.

VTN (DAV) Routes

CBOC North (Parker Rd)
314-652-4100 ext. 55421
Tuesday through Thursday from 8:00-12:00

Hillsboro, IL - 217-532-9695
Monday through Friday from 8:00-1:30

Jerseyville, IL – 618-498-1810
Thursday from 9:00-1:00

Edwardsville, IL - 314-805-6558
Monday through Friday from
8:00-2:00

North County, MO (other than Parker Rd) 314-289-6443 option 2 Monday through Wednesday from 6:00-11:00

St. Clair County Clinic/Shiloh CBOC
800-228-5459 ext. 55321
Tuesday and Friday 6:00-1:00

South County, MO – 314-289-6443
option 2
Monday through Friday from
6:00-11:00

Springfield, IL – 217-753-6680
On-call / As needed.

St. Charles, MO – 314-488-8319
8:00-12:00. Monday and Friday to Jefferson Barracks, Tues and Thurs to John Cochran, Wed to St. Charles CBOC

Staunton, IL – 314-603-4856
Monday through Friday from
8:00-1:00

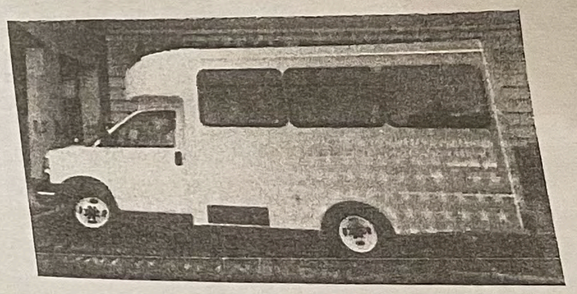
Troy, MO – Unavailable until further notice, please contact medical provider to submit travel consult

Washington, MO – 314-478-3144
Monday through Friday from
8:00-3:00

Joseph G. Braun
DAV Hospital Services
Coordinator
314-289-6443 Option 2

Passenger Guidelines Veterans Transportation Service (VTS), Volunteer Transportation Network (VTN), Disabled American Veterans (DAV)

VA St. Louis Health Care System
Providing Health Care for Heroes



General Guidelines:

Riders are not eligible to collect travel pay for trips on the VTS/VTN (DAV) vehicles.

All passengers will check-in with the driver when they board the VTS vehicle.

The driver is not permitted to help lift or attend to any patient medically or physically.

Other than scheduled stops, the driver can only stop the vehicle for emergency reasons; unauthorized side trips or errands are not permitted.

Passengers must wear a seatbelt at all times.

Passengers are responsible to discard all trash.

Any patient being discharged Against Medical Advice will not be transported using VTS vehicles.

Drivers follow VTS/DAV procedures and policies; issues with transportation should be discussed with the Lead Travel Coordinator, Mobility Manager, or DAV Hospital Services Coordinator.

The Veteran is the only person permitted to ride in vehicles unless he/she has a spouse or caregiver who is authorized by a physician, in writing, to render aid and assistance to the Veteran to and from the medical center. This is limited to one caregiver per Veteran.

If there is a medical need to eat, passengers should do so prior to boarding the vehicles.

Passengers must be ready for pick-up at the designated time and place. Drivers will wait only 5 minutes per stop unless the Travel Office or VTN (DAV) Coordinator has indicated otherwise.

It is the responsibility of the Veteran or his/her family member to notify the VTS Travel Office or VTN (DAV) Coordinator as soon as possible, but not less than 24 hours of the day of transport, regarding appointment cancellations or any changes in the Veteran's transportation needs.

Other than service dogs, animals and pets are not allowed on vehicles. Patients must clean up after pets.

Veterans must check in with the VTS Travel Office / VTN (DAV) Driver as soon as their appointment is complete to ensure pre-scheduled return transportation can be accomplished. Any appointment delays should be reported to the VTS Travel Office/ VTN (DAV) as soon as possible so return transportation arrangements can be adjusted.

General Guidelines VTS Only

For VTS, trips should be scheduled not later than 5 business days in advance; those passengers who are walk-ins, are transported on a space-available basis only.

Passengers are strictly prohibited from sitting on scooters while in transport. Instead, they must transfer to a wheelchair or seat. Wheelchairs for VTS transport will be provided by VTS.

VTS and VTN (DAV) are free transportation services; no payment or tips can be made to driver. VA St. Louis Health Care System will do our best to ensure these transportation services are always available; however, there may be times when service isn't available.

Additional Guidelines for VTS / VTN (DAV) Riders

The driver has the right to refuse transportation to any passenger who…

Is intoxicated or who brings alcohol on the vehicle,

Uses foul or abusive language, poses a threat to the safety of the driver or other passengers,

Has weapons, drugs, or illegal substances on the vehicle,

Uses any type of tobacco products on the vehicle,

Who has offensive hygiene, refuses to wear their seatbelt, or is too ill to travel.

If there is an event while on the vehicle, the driver will pull over and dial 9-1-1.

VTN is an alternate option for transportation of eligible Veterans seeking VA services who have no other means of transportation.

VTS Passengers must:

Be able to get in and out of their home or vehicle on their own without assistance from the driver, and

Let the driver have complete control of the wheelchair lift when loading and unloading, and

Ensure minimal movement when the driver is using the wheelchair lift for loading and unloading purposes, and

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

Washington, MO

DAV

Veteran Transportation

VA St. Louis Health Care System provides free transportation for Washington, MO area veterans to and from their scheduled VA appointments

For information or to schedule a ride for your VA appointment, contact the Washington, MO DAV route coordinator at (314) 478-3144

DAV provides the van
VA provides the gas
VOLUNTEERS provide the driving

For more information on becoming a DAV Volunteer Driver, call (314) 289-6393 or visit stlouis.va.gov/giving

VOLUNTARY SERVICE

Eligibility

To be eligible for admission into a Missouri Veterans Home, a Veteran must:

- Meet U.S. Department of Veterans Affairs criteria for Veteran status
- Have been discharged under conditions other than dishonorable
- Need skilled nursing care on a daily basis
- Reside in Missouri for 180 days prior to application for placement

Applying for Admission

An eligible Veteran may obtain an application by calling the Admissions Department of any Missouri Veterans Home. We encourage you to visit or call if you have any questions regarding the application process.

If you served in the military...

We recommend you take the following actions to receive all available benefits.

1. **See a Veterans Service Officer-** A service officer provides benefits counseling and claims assistance for Veterans and their dependents.
2. **Sign up for VA Healthcare-** Access healthcare benefits including medical services and medications.
3. **Join a Veterans Service Organization-** Veterans Service Organizations provide camaraderie and support to fellow Veterans. Most service organizations have auxiliaries available to family members.

Missouri Veterans Commission
205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779
movets@mvc.dps.mo.gov
www.mvc.dps.mo.gov
facebook.com/MissouriVeteransCommission

Last updated May 17, 2019

Missouri Veterans Homes

The First Choice in Skilled Nursing Care for Eligible Veterans in Missouri

About

The Missouri Veterans Commission's seven Veterans Homes provide long term skilled nursing care to over 1,200 Veterans. The Homes are located in Cameron, Cape Girardeau, Mexico, Mount Vernon, St. James, St. Louis, and Warrensburg.

Cost

The Missouri Veterans Commission charges residents a monthly fee which can be adjusted in cases of documented financial hardship. More detailed information is available by contacting any of the Missouri Veterans Homes. A resident does not need to relinquish any personal assets in order to qualify for admission.

Dementia Care

Each home provides services for Veterans with dementia and related issues. Residents live in a community equipped with a security system for their own safety. Each community has its own enclosed outdoor area and its own dining area.

Services included

Medication management

Barber/Beautician

Cable Television/Internet/WiFi

Laundry & Housekeeping

Physician Visits/Transportation

Nutritious Meals

Pastoral Services

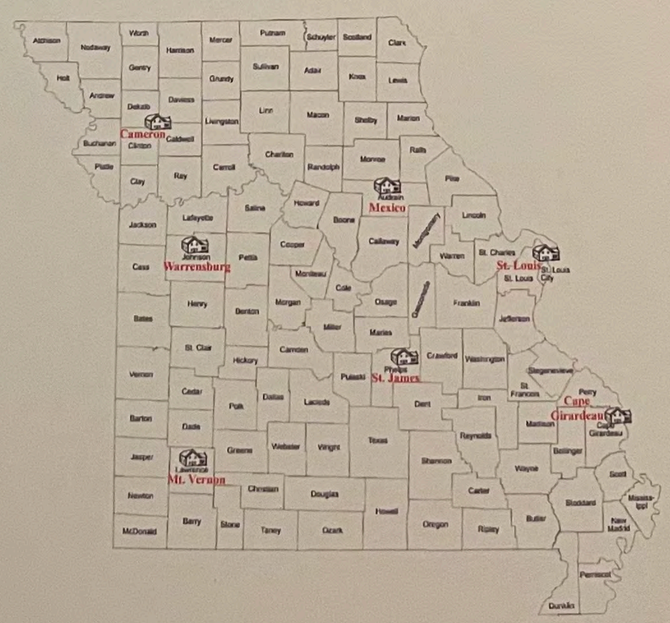
Recreational Therapy

Physical Therapy

Social Services

Community Activities

Locations



Cameron
1111 Euclid, Cameron, MO 64429
816-632-6010
mvc.dps.mo.gov/homes/cameron.php

Cape Girardeau
2400 Veterans Memorial Drive
Cape Girardeau, MO 63701
573-290-5870
mvc.dps.mo.gov/homes/capegirardeau.php

Mexico
#1 Veterans Drive, Mexico, MO 65265
573-581-1088
mvc.dps.mo.gov/homes/mexico.php

Mt. Vernon
1600 S. Hickory, Mt. Vernon, MO 65712
417-466-7103
mvc.dps.mo.gov/homes/mtvernon.php

St. James
620 N. Jefferson, St. James, MO 65559
573-265-3271
mvc.dps.mo.gov/homes/stjames.php

St. Louis
10600 Lewis & Clark Blvd.,
St. Louis, MO 63136
314-340-6389
mvc.dps.mo.gov/homes/stlouis.php

Warrensburg
1300 Veterans Road
Warrensburg, MO 64093
660-543-5064
mvc.dps.mo.gov/homes/warrensburg.php

Treatment Works

VA offers a network of support for all our nation's Veterans and their families and friends. Veterans in emotional crisis and their loved ones can call the free and confidential Veterans Crisis Line at **1-800-273-8255 and Press 1** or send a text message to **838255** to connect with a caring, qualified VA responder who can deal with any immediate crisis.

Veterans and people who are concerned about a Veteran can also go to **VeteransCrisisLine.net** to access the confidential, anonymous online chat to connect with a responder and get support.

Individuals who are deaf or hard of hearing can connect with responders through TTY service by calling 1-800-799-4889.

The Veterans Crisis Line, online chat, and text are available 24 hours a day, 7 days a week, 365 days a year to all Veterans and their families and friends, even if they are not registered with VA or enrolled in VA health care.

Veterans Crisis Line

1-800-273-8255
PRESS 1

Know the Signs

The Veterans Crisis Line is always available for Veterans and their families.

Sometimes, a crisis may involve thoughts of suicide. Learn to recognize these warning signs:

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The presence of the following signs requires immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

© 6/19 VHA

Veterans Crisis Line
1-800-273-8255 PRESS 1

Confidential crisis help for Veterans and their families

Confidential crisis chat at **VeteransCrisisLine.net**
or text to **838255**

VA | U.S. Department of Veterans Affairs

Stand by Them
We'll Stand by You

Confidential crisis help for Veterans and their families

Veterans Crisis Line

1-800-273-8255
PRESS 1

Confidential crisis chat at **VeteransCrisisLine.net**
or text to **838255**

Network of Support

When Veterans experience emotional distress or a suicidal crisis, the Veterans Crisis Line provides them with the support they've earned.

VA understands our ability to reach Veterans in crisis depends on partnerships with community-based groups and individuals who have direct contact with Veterans every day. You can help ensure all Veterans and their families and friends are aware of the Veterans Crisis Line and the vital service our specially trained staff provides.

So how can you help a Veteran?

- Make sure the Veterans you know and their families and friends are aware of the confidential Veterans Crisis Line, online chat, and text messaging service.
- Distribute Veterans Crisis Line materials to Veterans and their loved ones.
- Run an ad for the Veterans Crisis Line in your organization's print or online publication.
- Display an online ad on your website.
- Send the Veterans Crisis Line phone number, online chat link, and text messaging number to your organization's members, Veterans, and their families and friends.
- Host an event to promote the support and resources available for Veterans and their loved ones.

Together we can honor Veterans by making sure they get the support they deserve.

Supporting Veterans

Since its launch in 2007, the Veterans Crisis Line has answered more than 3.9 million calls and initiated the dispatch of emergency services to callers in crisis more than 119,000 times. The Veterans Crisis Line anonymous online chat service, added in 2009, has engaged in nearly 467,000 chats. In November 2011, the Veterans Crisis Line introduced a text messaging service to provide another way for Veterans to connect with confidential, round-the-clock support and since then has responded to nearly 123,000 texts.

Veterans and their family members and friends who reach out to the Veterans Crisis Line are immediately connected with a VA professional who is specially trained to handle a crisis. Many of the Veterans Crisis Line responders are Veterans themselves and understand the unique issues Veterans experience. Responders are available by phone, online chat, and text all day, every day — even on holidays.

Each VA medical center has a Suicide Prevention Coordinator or team to ensure Veterans receive appropriate services. When appropriate, calls from the Veterans Crisis Line can be referred to the coordinators, who follow up with Veterans and coordinate care for issues ranging from PTSD and depression to readjustment challenges and sleeping problems.

Suicide Prevention Coordinators and partner organizations continually engage Veterans and communities to raise awareness about the Veterans Crisis Line and VA's broader suicide prevention and behavioral health resources.

VA has established two centers that focus solely on suicide research. Rocky Mountain Mental Illness Research, Education and Clinical Center (MIRECC) for Suicide Prevention in Denver and VA's Center of Excellence in Canandaigua, New York, both study factors that may contribute to suicidality and develop and test public health intervention strategies for suicide prevention.

"Our Veterans served our country. VA is here to serve them. Support is available for Veterans and their friends and families."

Chick Ciccolella, U.S. Army, 1968–1996

"Everyone always told me everything was going to be OK. Calling the Veterans Crisis Line helped that become a reality."

Cassandra Heil, U.S. Marine Corps, 2003–2011

"Meeting and talking amongst others with similar experiences is a tremendous help. The VA gave me the opportunity to connect with people who are looking out for me and really care."

Pete Martinez, U.S. Marine Corps, 1989–1993